ManageEngine

ADManager Plus

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Solution Guide

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1.Introduction

ManageEngine ADManager Plus is a web-based Active Directory (AD) management and reporting software. It is simple to use and user-friendly. Besides AD, the solution also provides management and reporting features for Exchange Server, Microsoft 365, Skype for Business (Lync), and Google Apps in the same console. It offers a multitude of capabilities including:
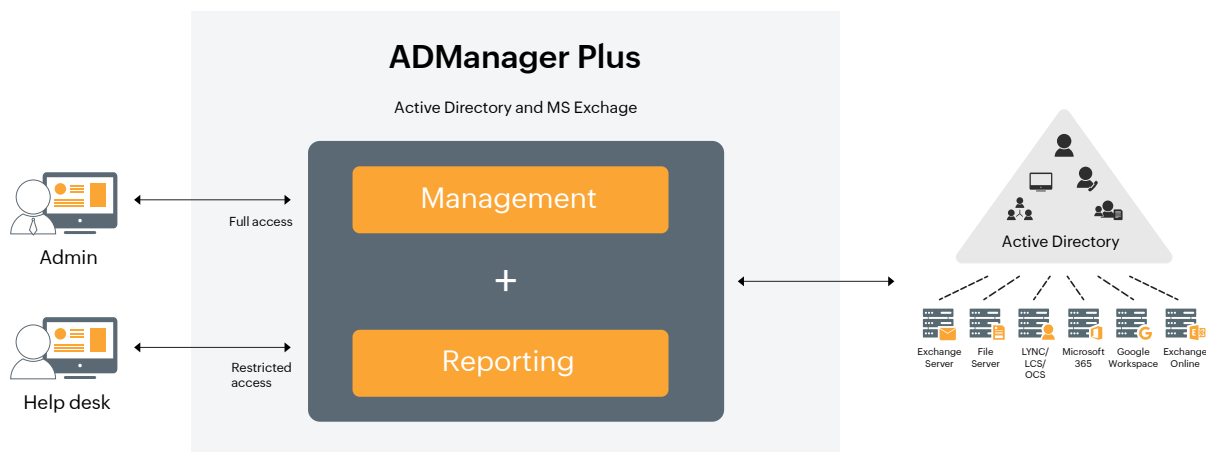
- One-click AD, Microsoft 365, Exchange, Skype for Business, and Google Workspace user creation.
- Template and CSV-based bulk user management.
- More than 200 prepackaged, actionable reports.
- OU-based help desk delegation.
- Automation for routines, such as AD cleanup.
- iOS and Android mobile apps, and more!

This document provides:

- A short explanation about ADManager Plus' working.
- A simple diagrammatical representation of the anatomy of ADManager Plus.
- An introduction to each module of ADManager Plus along with its features and highlights.

2. ADManager Plus: Under the hood

ADManager Plus is an off-the-shelf web-based AD management and reporting solution. It is based on the web application server-client framework and also includes a built-in database.

Installing ADManager Plus is simple. You just have to download the product's EXE from the website, run it, and follow the instructions in the install shield. Based on your need, you can run ADManager Plus as a console application, or as a service.

You can install ADManager Plus on any Windows machine that has a 1.6 GHz processor, 1GB RAM, 4 GB disk space and turn it into an ADManager Plus server. You can then access this server and its services via web browsers. For optimum efficiency, we recommend that you install it on Windows 2019/ 2016/ 2012 R2/ 2012/ 2008 R2/ 2008/ 10/ 8.1/ 8/ 7.

By default, ADManager Plus is installed as a console application. It runs with the user's privileges when you install it as an application. When installed as a service, ADManager Plus runs with the privileges of the system account.

ADManager Plus offers the flexibility to manage multiple domains from a single instance. Domains are automatically resolved during startup and can also be manually added in the domain settings.

ADManager Plus' modules

ADManager Plus server provides several predefined functions and routines that solve your day-to-day Active Directory challenges. Based on their functionalities, these routines are grouped into four major modules:

Management:
Provisions, reprovisions, and deprovisions AD objects in bulk; also offers template and CSV-based AD account management.

Reporting:
Consists of more than 200 preconfigured, schedulable reports; many reports also feature the ability to reprovision and manage accounts.

Delegation:
Foolproof delegation system that enables you to delegate even crucial tasks, like account provisioning to nontechnical users.

Automation:
A scheduler exclusively for AD tasks; enables you to schedule and execute AD management tasks.

Further, ADManager Plus offers a flexible workflow that provides checkpoints to prevent unauthorized and harmful changes in AD.

To perform any change and update in AD, this solution must be provided with the relevant permissions through an all-inclusive account that grants the privileges required to perform any management action.

When a user logs on to the ADManager Plus server to perform any task, the solution first verifies the user's credentials; it also checks if the user has the appropriate privileges in ADManager Plus to perform that task. Then, based on the task type, the appropriate module performs the required actions and completes the task. For example, the management module will create the user in AD through its user creation features.

Communication Method

When you interact with the ADManager Plus server from a web browser (or a smartphone or a mobile device) the communication happens via an HTTP protocol. For enhanced security, there is also an option to enable the HTTPS protocol, which encrypts data.

All communication and interaction between the ADManager Plus server and AD happens via LDAP. This connection can be secured by enabling the LDAP over the SSL option in both ADManager Plus and AD.

You can configure security settings, like two-factor authentication, TLS, HTTPS connection, and CAPTCHA, and secure access to ADManager Plus. A product security hardening score is computed based on the settings configured, with a higher score indicating heightened security.

Access to ADManager Plus' Features

The solution and its features can be accessed using two types of accounts: the default ADManager Plus accounts, and the technician accounts which are imported from AD.

1. ADManager Plus's built-in accounts: The solution features three default accounts:

    Administrator account: This account has unrestricted access to all the product's modules and features including product configuration and administration.

    Help desk technician: This help desk account comes with "reset password" privilege and role. If needed, you can delegate more roles to this technician account.

    HR associate: This account is enabled to create new user accounts in AD, and can be enhanced with additional roles through delegation.

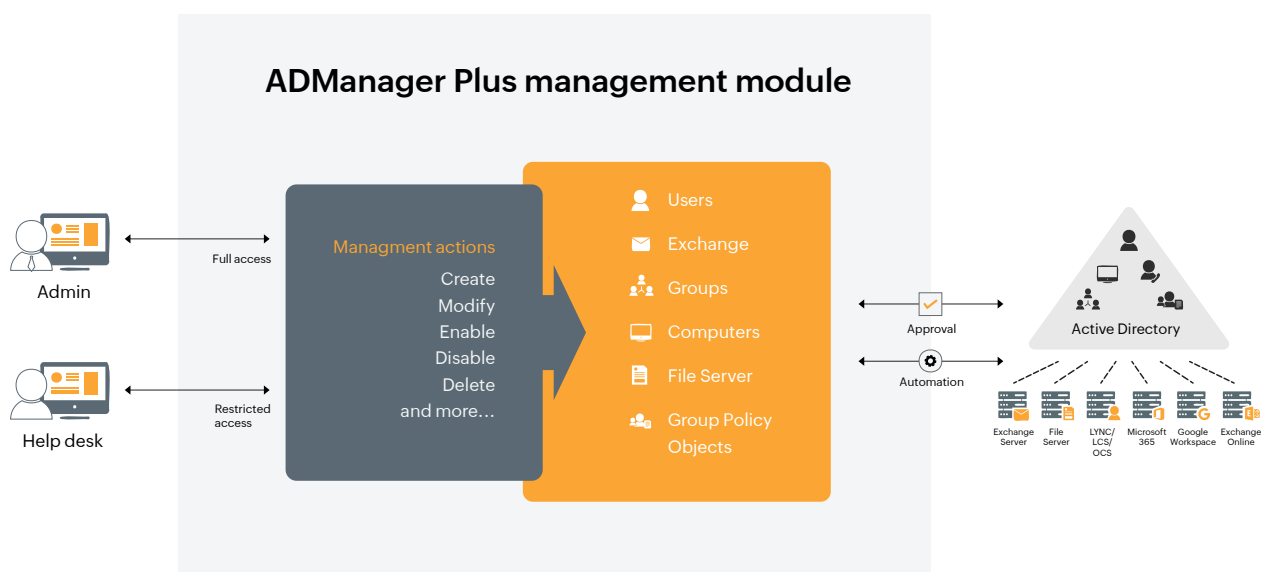**2. Technician Accounts:** These are user accounts that you import into ADManager Plus from your AD. The technician's access to the product's modules and features are based on the privileges granted to access network files and folders, and to create and modify them based on the specific role or roles delegated to them by the Administrator. By delegating the appropriate roles to technicians, they can be enabled to perform only specific actions and tasks as required on these accounts.

When technicians access ADManager Plus, they will be able to view and access only those modules and features delegated to them by the Administrator.

Immaterial of the account type, the permissions associated with these accounts are product-specific. That is, the permissions assigned to them have effect only in ADManager Plus and have no effect in Active Directory. The actual rights of users in Active Directory remain untouched.

3. Management module: Active Directory, MS Exchange, Microsoft 365, Skype for Business (Lync), and Google Workspace

ADManager Plus's management module provides the ability to manage Active Directory, multiple versions of Exchange Server, Microsoft 365, Skype for Business, and Google Workspace from just one single web-based console.

ADManager Plus management module

The management module contains the most frequently performed tasks as predefined actions, like user creation, password reset, and Exchange mailbox creation. To perform any task, you need to only click the required task and specify the accounts or objects that you wish to manage.

ADManager Plus enables you to mandate attributes and create custom attributes without affecting the AD schema. This solution also helps you manage multiple accounts in a single step through its bulk management actions. ADManager Plus provides template and CSV-based management.

For all management actions, ADManager Plus makes the required changes and updates in the AD. It then updates in its database the objects or accounts for which the management actions were performed, the changes and actions that were performed, and the new or updated values to track the actions performed.

Highlights

- **One-step provisioning of user accounts across multiple platforms with all the required settings including**
  Exchange mailboxes, Lync/LCS/ OCS and Google Workspace settings
  Appropriate group memberships and privileges
  Microsoft 365 licenses, and more

- **All-inclusive user provisioning and reprovisioning templates:** Fine-tune and standardize the user creation and modification processes as per the organizational policies; configure rules to auto-populate specific user attributes based on certain conditions.

- **Bulk management actions:** Manage multiple users, groups, computers and contacts objects at once, via CSV import.

- **Microsoft Exchange Server management:** Manage user mailboxes, configure policies, set delivery restrictions, and modify Exchange features (like OWA, OMA, and ActiveSync) for multiple users at once.

- **Microsoft 365 management:** Administer users, groups, and contacts in Azure AD, as well as mailboxes in your Exchange Online environment. Assign, modify, and revoke licenses for Microsoft 365 accounts.

- **Google Workspace user provisioning:** Create users in Google Workspace.
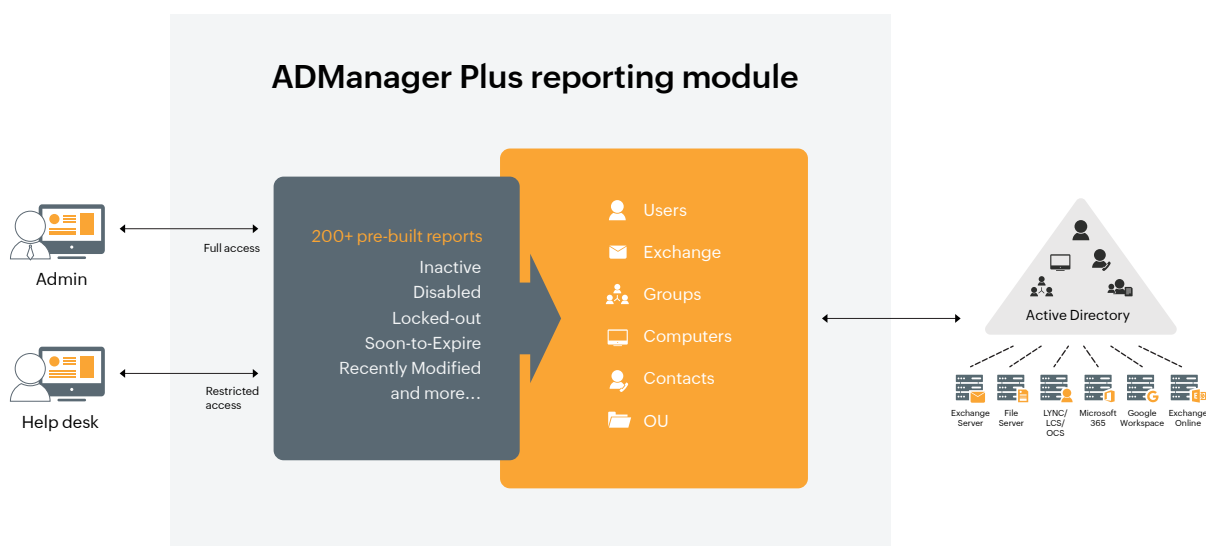
- **Skype for Business (Lync) management:** Create, delete, disable and enable Skype for Business (Lync) user accounts. For specific users, modify policies (Conferencing, Archiving, and Telephony).

- **File server management:** Manage NetApp, Isilon, Cluster Shared Volumes, and other file servers at once. Grant, modify, and revoke NTFS and share permissions of users and groups in bulk.

- **Automated AD management:** Auto-execute tasks and processes like user creation, user modification, and AD cleanup.

4. Reporting module: Active Directory, MS Exchange, Microsoft 365, and Google Workspace

ADManager Plus's reporting module offers more than 200 "out-of-the-box" reports that instantly fetch important information like inactive users, locked out users, distribution group members, and compliance reports including SOX and HIPAA.

These reports are organized into multiple categories for easy retrieval of the required data, like user reports, password-based reports, group reports, and Exchange reports.

Besides these, you can build your own custom reports based on your organization's needs. Combine the required fields from multiple prebuilt reports, and use custom filters to show only the specific attributes needed.

ADManager Plus reporting module

ADManager Plus reports also have built-in management options that enable you to execute management tasks right from the reports. For example, to unlock users, you can just generate the list of locked out users and unlock them using the unlock option located within the report.

Moreover, the "report scheduler" makes it easy to schedule the generation of required reports. You can also configure this scheduler to email the reports to multiple users.
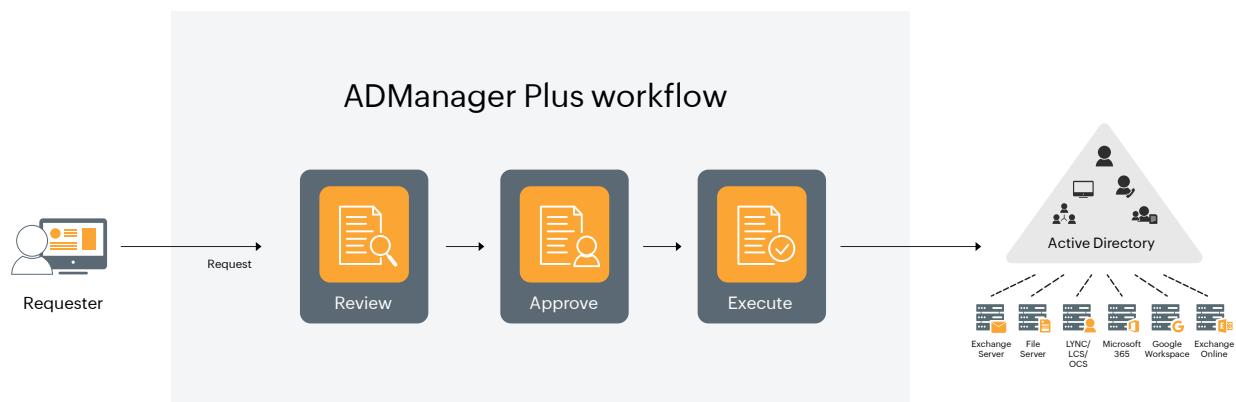
Whenever a report has to be generated, ADManager Plus fetches the relevant data from all the specified OUs in AD and updates it in its database. It then displays this data to you in a format that is simple, as well as easy to read and understand.

Highlights

- **Over 200 prebuilt reports** in multiple categories, like User Reports, Password Reports, Group Reports, Computer Reports, Contact Reports, Exchange Reports, GPO Reports, Compliance Reports, OU Reports, Microsoft 365 reports, and Google Workspace reports.

- **Management from reports:** Perform vital account management actions like enable, disable, move, and delete, right from the reports.

- **Custom report builder:** Enables you to build a custom report from scratch in just a few minutes. You can perform on-the-go modification and deletion of objects from custom reports as well.

- **Report Scheduler:** Auto-generate all the required reports for all the required OUs and domains, at the exact time specified.

- **Export and email reports:** Export and deliver the reports to multiple users as email attachments in different formats like Excel, PDF, HTML, and CSV.

- **Report customization:** Receive the exact information that you need by displaying the applicable attributes.

- **Column customization:** Customize select relevant attributes from the list of available attributes to be displayed in your reports.

5. Customizable workflow

ADManager Plus's workflow provides multiple levels (request, review, approve, and execute) that can be customized to your needs. The review-approve model standardizes the process of executing management tasks and prevents unauthorized and harmful changes. Workflow also enables you to write "assignment rules" to expedite the execution of tasks by automatically assigning them to appropriate technicians based on their expertise.
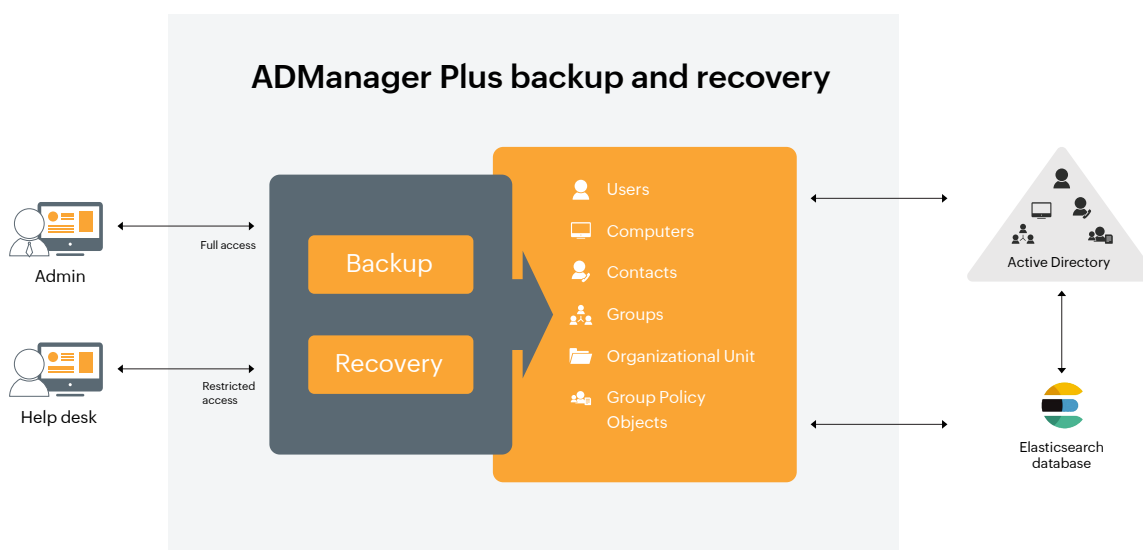

Highlights

- **Customizable workflow** to specify the execution flow or path for every task; ensure adherence to the required IT compliance standards and also organizational policies.

- **Configure technicians** to serve as workflow agents: requester, reviewer, approver, and executor.

- **Assignment rules** to help you automatically assign requests to the appropriate technicians who are best suited for the tasks.

- **Notification rules** to auto-update all the stake holders via email, and provide details about the status of tasks as they progress along each stage of the workflow.

- **Customizable requester roles** to specify the tasks for which a requester or a user can create a request.

- **Request repository** that lists all requests that a requester or a technician has created; you can also list all the requests that have been assigned to the technician.

6. Backup and recovery

ADManager Plus includes the AD and Google Workspace backup and recovery module, that helps you recover from accidental modifications and deletions by allowing users to instantly restore previous configurations of objects. You can automate backup operations with the built-in scheduler, and delegate backup and recovery tasks to help desk technicians.

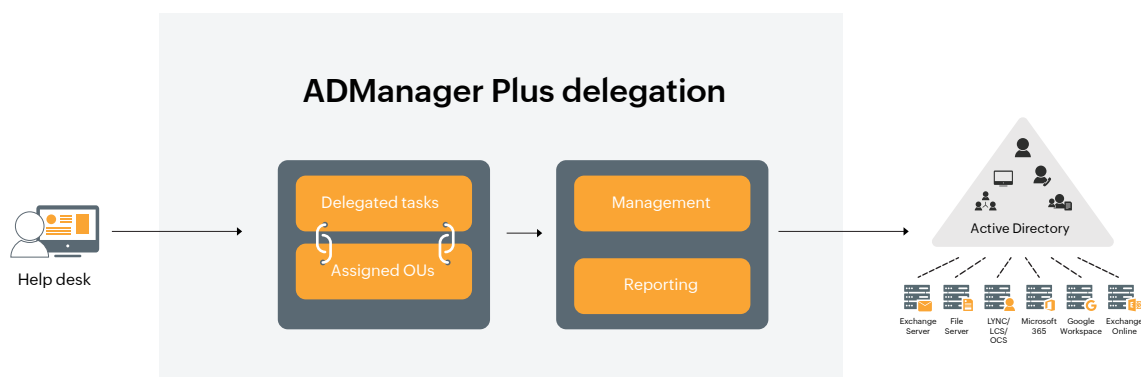ADManager Plus backup and recovery

Highlights

- **Complete AD backup:** Perform a full backup of all AD objects including users, computers, contacts, groups, OUs, GPOs, dynamic distribution groups, and DNS nodes and zones.

- **Incremental backups:** Back up the changes made to objects as different versions. This enables you to easily compare and revert to the version of the object you want.

- **Restart-free recovery:** Recover objects without restarting domain controllers, ensuring productivity is unhindered. Unlike native AD tools, ADManager Plus helps you restore objects beyond their tombstone period.

- **Granular restore:** Flexible options that let you recover a single AD object or just certain attributes.

- **Control over storage space:** Define the number of full backups to be retained to manage storage space efficiently.

- **Schedule and delegate backup operations:** With automated backup operations, you can focus on other important tasks that need your attention. You can even delegate backup and recovery tasks to a help desk technician, and monitor the recovery operations using audit reports.

- **Intuitive search:** Browse through the AD domain for modified objects from the backup console, and restore them with a single click.

- **Interactive dashboard:** Receive a summary of the different backup operations performed, including information about the number of backups available, next scheduled backup time, number of various AD objects being tracked, and recent operations performed.

- **Google Workspace backup and recovery:** Perform backups and restorations of Google Workspace mailboxes, contacts, user drives, and calendar items.

7. Help desk delegation

ADManager Plus delegation helps administrators offload excessive burden by empowering non-administrative users, non-technical and business users (HR, and department heads, for example) to perform repetitive tasks.

ADManager Plus delegation

Help desk

Delegated tasks

Assigned OUs

Management

Reporting

Active Directory

Exchange Server | File Server | LYNC/ LCS/ OCS | Microsoft 365 | Google Workspace | Exchange Online
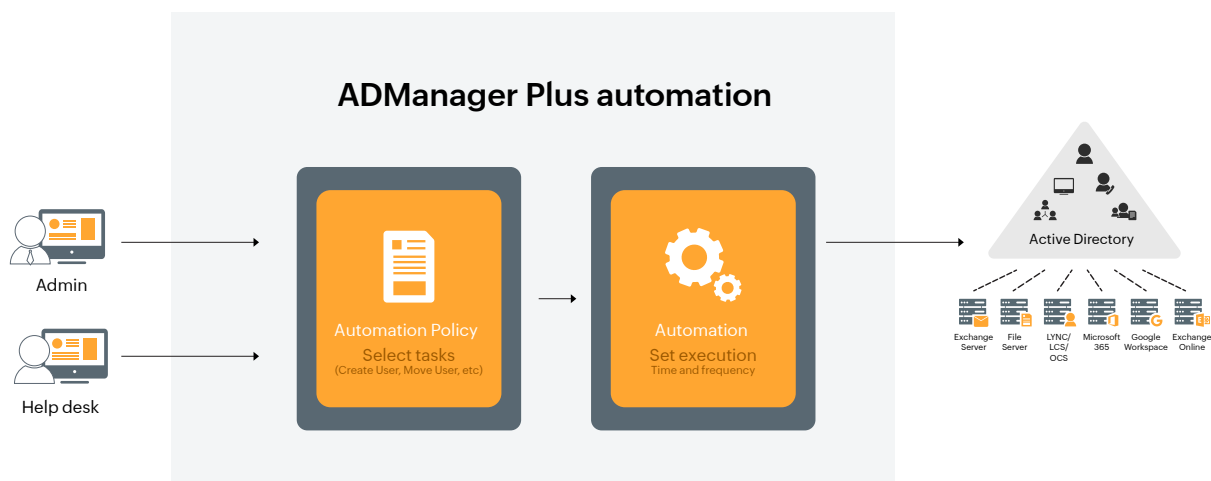
You can select any user from your AD and make a help desk technician out of that user. For example, you can select a user from the HR department and assign "create and modify users" role to them. This enables that HR executive to create new users whenever new employees join, or modify users whenever promotions, transfers, or role changes occur, without depending on the IT department to help them.

Highlights

- **Secure and non-invasive delegation model:** The rights and privileges assigned technicians are purely at the product level, and their actual privileges in AD remain untouched.

- **Customized roles:** A variety of roles can be created to give technicians the ability to perform different tasks. Ffor example, the tasks include reset passwords, move users, and generate group reports.

- **Role-based and profile-based delegation** of tasks to help desk technicians; only those modules and features assigned to technicians will be visible to them.

- **Group-based delegation** lets administrators delegate help desk roles to AD groups so that all the group members inherit the assigned roles and permissions.

- **OU-specific administration** enables technicians to perform different set of tasks in different OUs. For example, a technician can create and modify users in OU1, create computers in OU2, create and modify groups in OU3, etc.

- **Cross-domain and multi-domain delegation** enables technicians to perform the designated tasks in multiple domains.

- **Audit reports:** Receive a list of all the actions that a help desk technician has performed and all the actions that have been performed by a technician or for a role based on assigned privileges.

8. Active Directory automation

ADManager Plus's automation ensures error-free execution of frequently performed tasks, such as reset password, and unlock accounts. Automation provide administrators more freedom, peace of mind, and time to focus on other important and mission critical tasks.
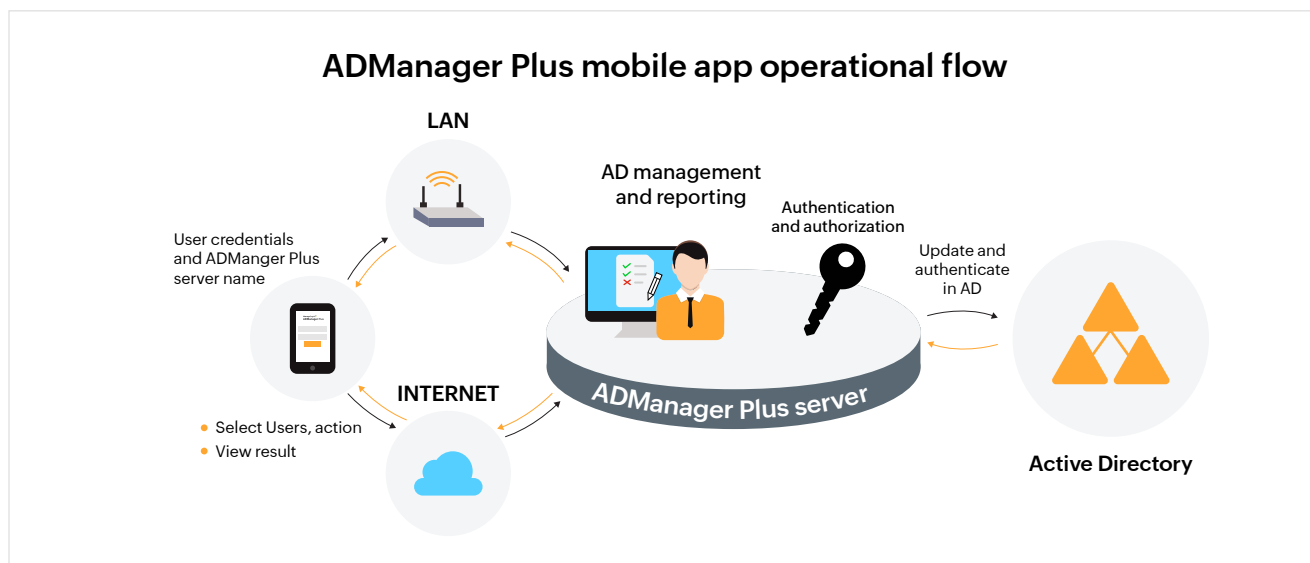

ADManager Plus automation

Highlights

- **Automation Policy** helps automate any often repeated or critical AD management tasks; also enables you to set up a series of follow-up tasks along with their execution sequence.

- **Automate tasks** by associating templates, CSV files, and HR management system (HRMS) integrations (like Zoho People and Microsoft SQL Server databases).

- **Automation helps specify the time of execution** for the tasks that have to be automatically executed, set the frequency at which these tasks have to be performed, and specify the appropriate input for these tasks.

- **Controlled Automation** makes the task execution follow the review-approval process specified in workflow.

9. ADManager Plus mobile apps

The native iOS and Android apps of ADManager Plus put you in control of all your user accounts, even when you are on the move. Using these mobile apps, you can connect to your ADManager Plus server and manage all the user accounts right from your mobile devices.

ADManager Plus mobile app operational flow

Currently, ADManager Plus mobile apps offer the following features:

- **AD User Management:** Reset passwords and unlock accounts, as well as enable, disable, delete, and create users.

- **AD users' group membership management:** Enables management via mobile apps of AD users' groups.

- **AD Computer Management:** Reset computers.

- **Workflow:** View, manage, and execute requests for AD management and reporting tasks.

- **AD User Reports:** Reports can be generated for all users, as well as locked out, disabled, password expired, and inactive users.

- **AD Computer Reports:** Reports can be generated for all user accounts, as well as disabled, and inactive accounts.

10. Integration with other IT applications

ADManager Plus offers out-of-the-box integration with other important IT applications, such as help desk software, HRMS, databases, and SIEM solutions. With ADManager Plus, it is also possible to expose a set of REST APIs to integrate this solution with any software or application. This helps provide a holistic and unified approach to AD management and security.

ADManager Plus integrates with these applications:

- **Help desk software:** ManageEngine ServiceDesk Plus and ServiceDesk Plus Cloud, ServiceNow, Zendesk, and Jira.

- **HRMS applications:** Zoho People, Workday, UKG Pro, and BambooHR.

- **Databases:** Oracle Database, Microsoft SQL Server, Azure SQL and AWS SQL.

- **Password self-service:** ManageEngine ADSelfService Plus.

- **Privilege access security:** ManageEngine PAM360.

- **Log forwarding:** Syslog and Splunk.

Highlights

- **Empowers help desk technicians:** By integrating with ServiceDesk Plus, Service Now, and Zendesk, ADManager Plus enables technicians to manage AD user accounts from within their help desk console. With point and click actions, technicians can create AD user accounts, reset passwords, manage users' group membership, unlock accounts, enable and disable accounts, and more.

- **Automates user management based on HR data:** Whenever a new employee record is added in HR applications, or HR databases running on Oracle Database, Microsoft SQL Server, Azure SQL and AWS SQL an AD user account is created for the new employee automatically. Similarly, whenever an employee record is modified or deleted from the HR applications or HR databases, the corresponding user account is also modified or deleted from AD.

- **Helps enhance AD Security:** Forwards the logs of all AD operations performed through ADManager Plus to Syslog servers, which have a SIEM solution, to detect and investigate security incidents, and comply with IT regulations, easily.

ADManager Plus can expose a set of REST APIs to enable integration with any other IT application, and manage AD user accounts from that application.

11. ADManager Plus support

Explore ADManager Plus through our fully-fledged 30-day free trial. You'll receive a first-hand experience in managing your AD, Exchange, Microsoft 365, Skype for Business, and Google Apps.

For a personalized demo of ADManager Plus, or to receive further information and have your questions or concerns addressed, you can contact our support team 24*5.

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🖥 Visit www.admanagerplus.com for in-depth information about the solution and all its features.

Our Products

AD360 | Log360 | ADAudit Plus | ADSelfService Plus | M365 Manager Plus | RecoveryManager Plus

ManageEngine
ADManager Plus

ADManager Plus is an identity governance and administration (IGA) solution that simplifies identity management, ensures security, and improves compliance. With ADManager Plus, manage the user life cycle from provisioning to deprovisioning, run access certification campaigns, orchestrate identity management across enterprise applications, and protect data on your enterprise platforms with regular backups. Use over 200 reports to gain valuable insights into identities and their access rights. Improve the efficiency of your IGA operations with workflows, automations, and role-based access control policies. ADManager Plus' Android and iOS applications help with on-the-go AD and Azure AD management. For more information about ADManager Plus, visit manageengine.com/products/ad-manager/.

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